

# Economic Vitality

**GOAL:** *Increase employment and self-sufficiency.*



December 18, 2006



## Government Management, Accountability and Performance – GMAP

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### Our Agenda Today

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- TANF & General Assistance Application Processing
- WorkFirst Caseload
- General Assistance Caseload
- Working Connections Child Care Caseload
- WorkFirst Participation
- Exits Due to Self-Sufficiency

**Presented by:**

**Deb Marley**, Assistant Secretary, Economic Services Administration



# Economic Vitality

GOAL: Increase employment and self-sufficiency.

OBJECTIVE: **Provide customers with quality services to help them achieve their highest level of self-sufficiency.**

## ACTIVITY:

We work with families to meet their basic needs and plan for their self-sufficiency.

### PERFORMANCE MEASURES:

- ▶ # of applications processed\*
- ▶ # of applications processed timely
- ▶ # of individuals and families receiving:
  - WorkFirst (TANF)
  - General Assistance (GA)
  - Refugee Cash Assistance
  - Working Connections
  - Child Care
  - Basic Food\*
  - Medical Assistance\*\*

Output

... so that ...

Families can access the skills and services they need.

### PERFORMANCE MEASURES:

- ▶ % of WorkFirst families engaged in activities within 30 days
- ▶ % of WorkFirst adults participating in full-time work or work-like activities
- ▶ % of WorkFirst adults participating in part-time work or work-like activities\*\*
- ▶ # of Supplemental Security Income (SSI) applications\*

Immediate Outcome

... so that ...

Families are able to take advantage of opportunities to increase their income.

### PERFORMANCE MEASURES:

- ▶ # of job starts/new hires\*\*

Intermediate Outcome

Ultimate Intent

... so that ...

Families reach their highest level of financial self-sufficiency.

### PERFORMANCE MEASURES:

- ▶ % of individuals who leave assistance due to self-sufficiency

Ultimate Outcome

\* Measures in red will no longer be regularly reported for GMAP.

\*\* Measures in blue are currently under development.

Degree of  
Control and  
Influence

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**OBJECTIVE:** Provide customers with quality services to help them achieve their highest level of self-sufficiency.

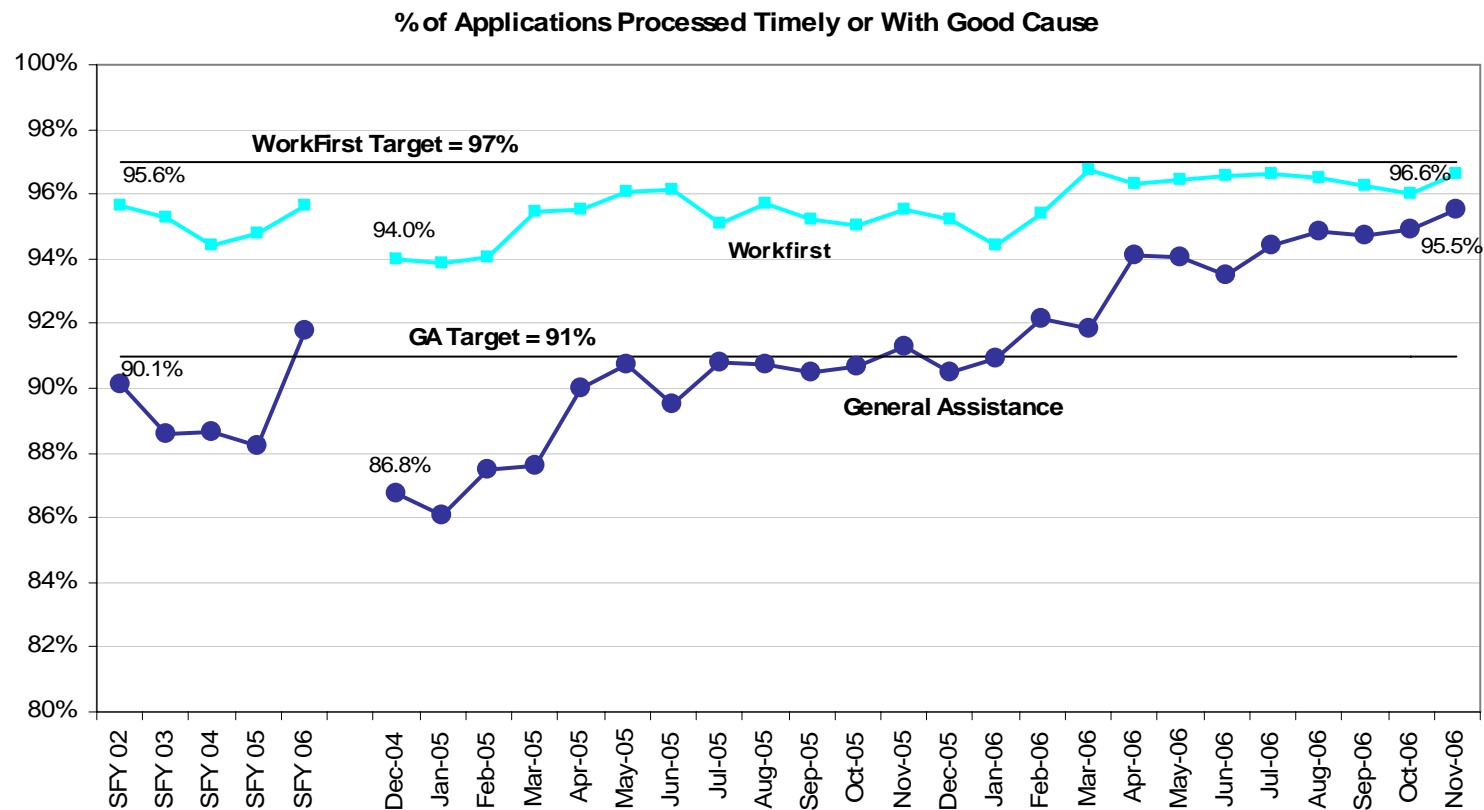
## CONTACT

**John Clayton**, Community Services Division  
360-725-4888

**MEASURE | Percent of applications processed timely**

**TARGET | WorkFirst: 97% | GA: 91%**

**TREND | WorkFirst: Improving in SFY06 | General Assistance: Improving in SFY06**



## Data Notes

Source: Barcode data as posted on CSD Operations Reports Site – Nov 27, 2006.



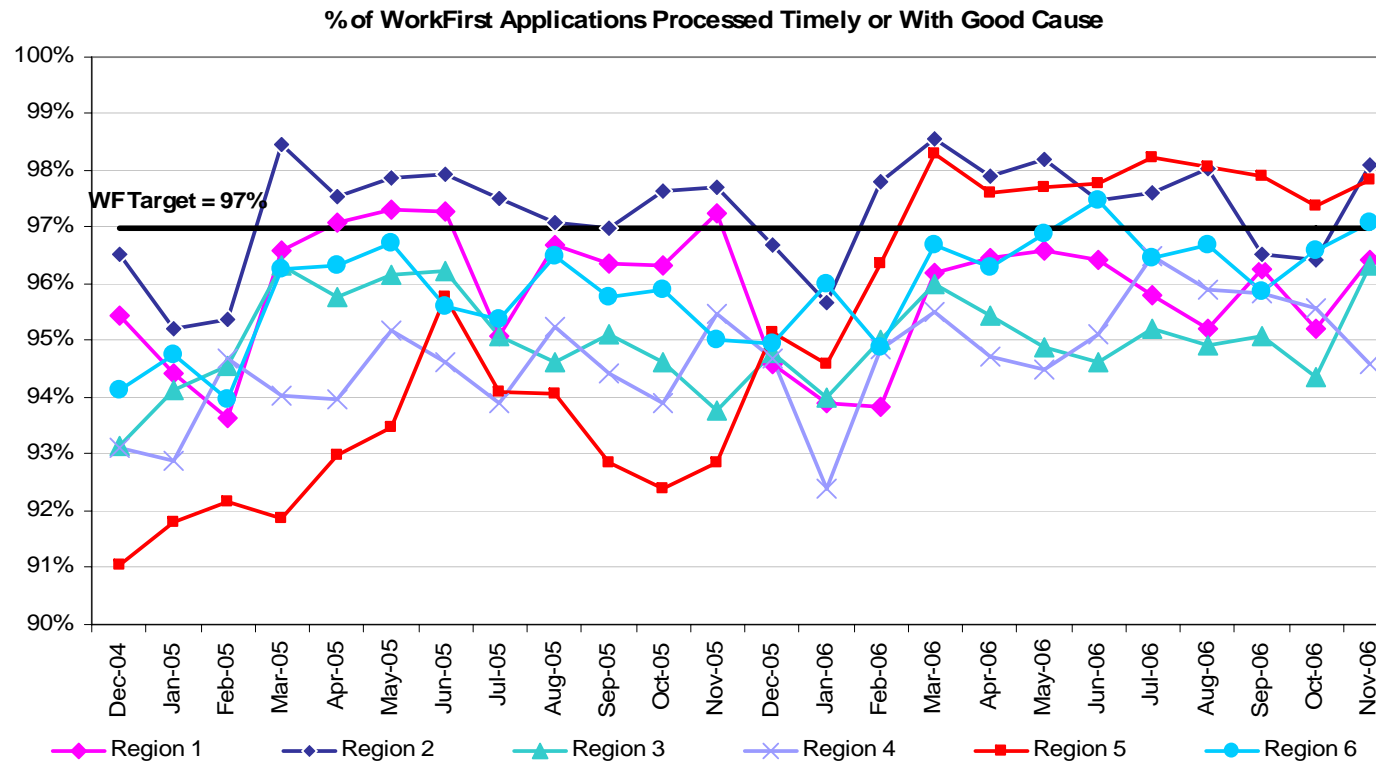
# Economic Vitality

FALLING  
BEHIND  
**YELLOW**

**GOAL: Increase employment and self-sufficiency.**

**OBJECTIVE:** Provide customers with quality services to help them achieve their highest level of self-sufficiency.

## MEASURE | Percent of WorkFirst applications processed timely by Region



### November 2005:

Region 1 = 97.3%  
Region 2 = 97.7%  
Region 3 = 93.8%  
Region 4 = 95.5%  
Region 5 = 92.9%  
Region 6 = 95.0%

### November 2006:

Region 1 = 96.4%  
Region 2 = 98.1%  
Region 3 = 96.3%  
Region 4 = 94.6%  
Region 5 = 97.8%  
Region 6 = 97.1%

### Data Notes

Source: Barcode data as posted on CSD Operations Reports Site – Nov 27, 2006.

# Economic Vitality

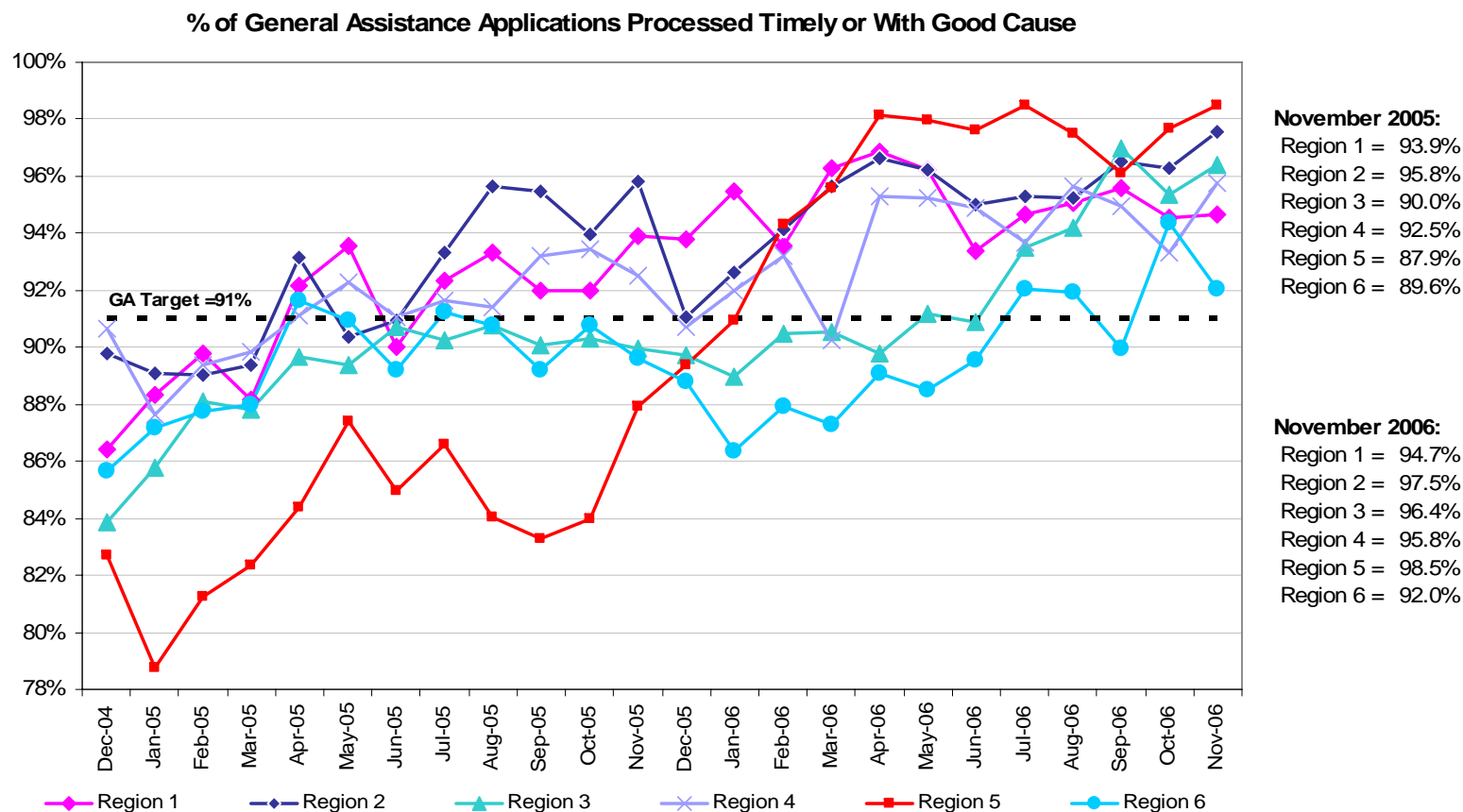
ON  
TARGET

GREEN

**GOAL: Increase employment and self-sufficiency.**

**OBJECTIVE: Provide customers with quality services to help them achieve their highest level of self-sufficiency.**

## MEASURE | Percent of General Assistance applications processed timely by Region



### Data Notes

Source: Barcode data as posted on CSD Operations Reports Site – Nov 27, 2006.

# Economic Vitality

## MEASURE | Percent of WorkFirst and GA applications processed timely

### ANALYSIS |

- Statewide the percent of WorkFirst and GA applications processed timely show a positive 12 and 24-month trend. In October and November 2006 it appears to be leveling off.
- Analysis of applications processed over the 30-day time frame shows many are denials processed on the 31<sup>st</sup> or 32<sup>nd</sup> days. This typically occurs when appointment scheduling is not handled through ACES.
- WorkFirst target increased to 97% this year, three (2, 5 and 6) of the six regions have achieved the new goal. The other three regions (1, 3 and 4) continue to work with local office staff to implement strategies increase timeliness.
- The General Assistance application processing measure continues to improve. This is the result of heightened emphasis through performance monitoring at regional and local levels.

Action	Who	Due Date
Continue monthly review of performance data and address issues in underperforming Regions/offices. Low performing Regions and Offices are reviewing application processing reports daily, weekly, and monthly.	John Clayton and Regional Administrators	Monthly +
Region 1, 2 and 3 have implemented a daily review process for applications over 30-days to identify and address training needs.	Mike Midkiff, David Rendon and Greta Lent	Ongoing
Continue to provide upfront screening (Positive Prevention) to all new and returning WorkFirst applicants to determine whether services other than WorkFirst will meet their needs (Child Support, Basic Food, Medical Assistance, Unemployment Benefits, Child Care, or Diversion Cash Assistance).	John Clayton	Ongoing

Notes: CSD = ESA Community Services Division  
DEAP = ESA Division of Employment & Assistance Programs

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**GOAL: Increase employment and self-sufficiency.**

**OBJECTIVE: Provide customers with quality services to help them achieve their highest level of self-sufficiency.**



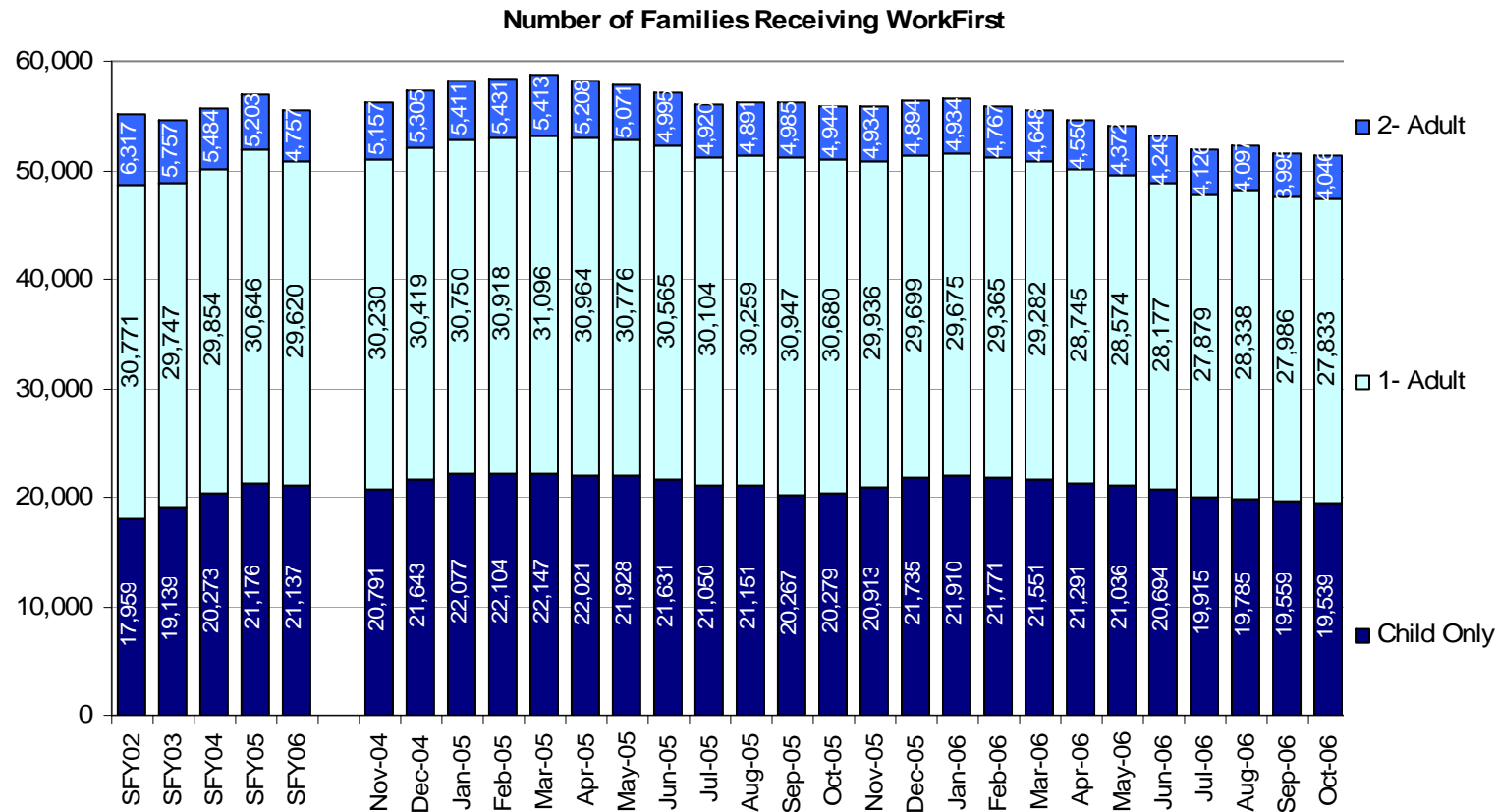
**MEASURE | Number of families receiving WorkFirst**

**TREND | Stable**

**CONTACT**

**John Clayton**, Community  
Services Division  
**360.725.4888**

**Duane French**, Division of  
Employment & Assistance  
ams  
**'25.4600**



## Data Notes

SOURCE: ACES Data Warehouse as posted on OPADA, updated Nov 15, 2006.



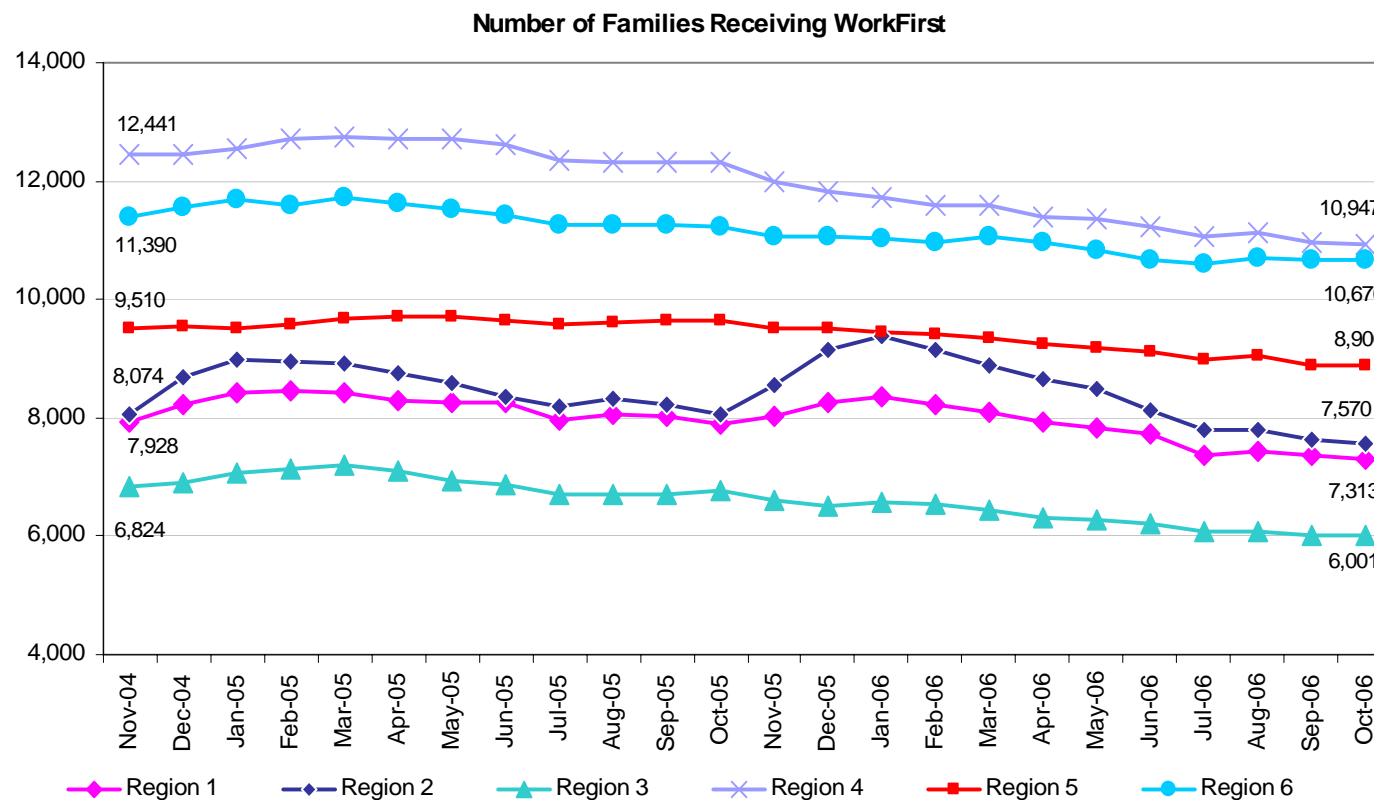
# Economic Vitality

**GOAL: Increase employment and self-sufficiency.**

**OBJECTIVE: Provide customers with quality services to help them achieve their highest level of self-sufficiency.**



## MEASURE | Number of families receiving WorkFirst by Region



### October 2005:

Region 1 = 7,883  
 Region 2 = 8,064  
 Region 3 = 6,781  
 Region 4 = 12,307  
 Region 5 = 9,640  
 Region 6 = 11,224

### October 2006:

Region 1 = 7,313  
 Region 2 = 7,570  
 Region 3 = 6,001  
 Region 4 = 10,947  
 Region 5 = 8,900  
 Region 6 = 10,676

### Data Notes

SOURCE: ACES Data Warehouse as posted on OPADA, updated Nov 15, 2006.





# Economic Vitality

## MEASURE | Number of families receiving WorkFirst



### ANALYSIS |

- WorkFirst caseload has been declining beyond the seasonal pattern that is typically observed. Contributing factors include:
  - There were more families entering WorkFirst than leaving in SFYs 04 and 05. This trend was reversed in SFY06, with 47,932 entries and 5,579 exits during the year. We attribute this in part to:
    - ✓ Positive economic indicators, including a declining unemployment rate and increasing median household income.
    - ✓ Increased efforts to link families with alternatives to WorkFirst when appropriate (Positive Prevention Strategies).
    - ✓ The number of applications for WorkFirst decreased by 10% from SFY05 to SFY06, and it has since leveled off to a monthly average of 9,500 applications.
  - The overall child-only caseload has decreased since 2005. The decline can be attributed to:
    - ✓ A drop in undocumented immigrant cases (families where the parents are disqualified from receiving TANF based on their citizenship status). The greatest decline is in Region 2, which has the largest number of undocumented immigrant families on the child-only caseload.
    - ✓ Passage of Senate Bill 5213 in 2005, which restored TANF eligibility to persons convicted of a drug-related felony. In September 2005, approximately 900 cases were transferred from the child-only caseload to the 1 and 2-parent caseloads as a result of this change.
- While the demand for WorkFirst is declining, the average length of stay for families in program is steadily increasing:  
 SFY03 = 23.5    SFY04 = 24.5 mo    SFY05 = 26.2 mo    SFY06 = 27.0 mo

Action	Who	Due Date
Continue to provide upfront screening (Positive Prevention) to all new and returning WorkFirst applicants to determine whether services other than WorkFirst will meet their needs (Child Support, Basic Food, Medical Assistance, Unemployment Benefits, Child Care, or Diversion Cash Assistance).	John Clayton	Ongoing with quarterly reviews. Next review 1/07.
Continue implementation and monitoring of program redesign: Streamline the Comprehensive Evaluation process so parents can complete it quickly and move to activities that will improve their ability to leave WorkFirst. Implement the Non-Compliance Sanction policy to hold parents accountable for choosing not to participate in WorkFirst activities.	John Clayton Duane French	CE efforts underway. Grants will be terminated beginning March 1, 2007.

# Economic Vitality

**GOAL: Increase employment and self-sufficiency.**

**OBJECTIVE:** Provide customers with quality services to help them achieve their highest level of self-sufficiency.



**MEASURE | Number of individuals receiving General Assistance**

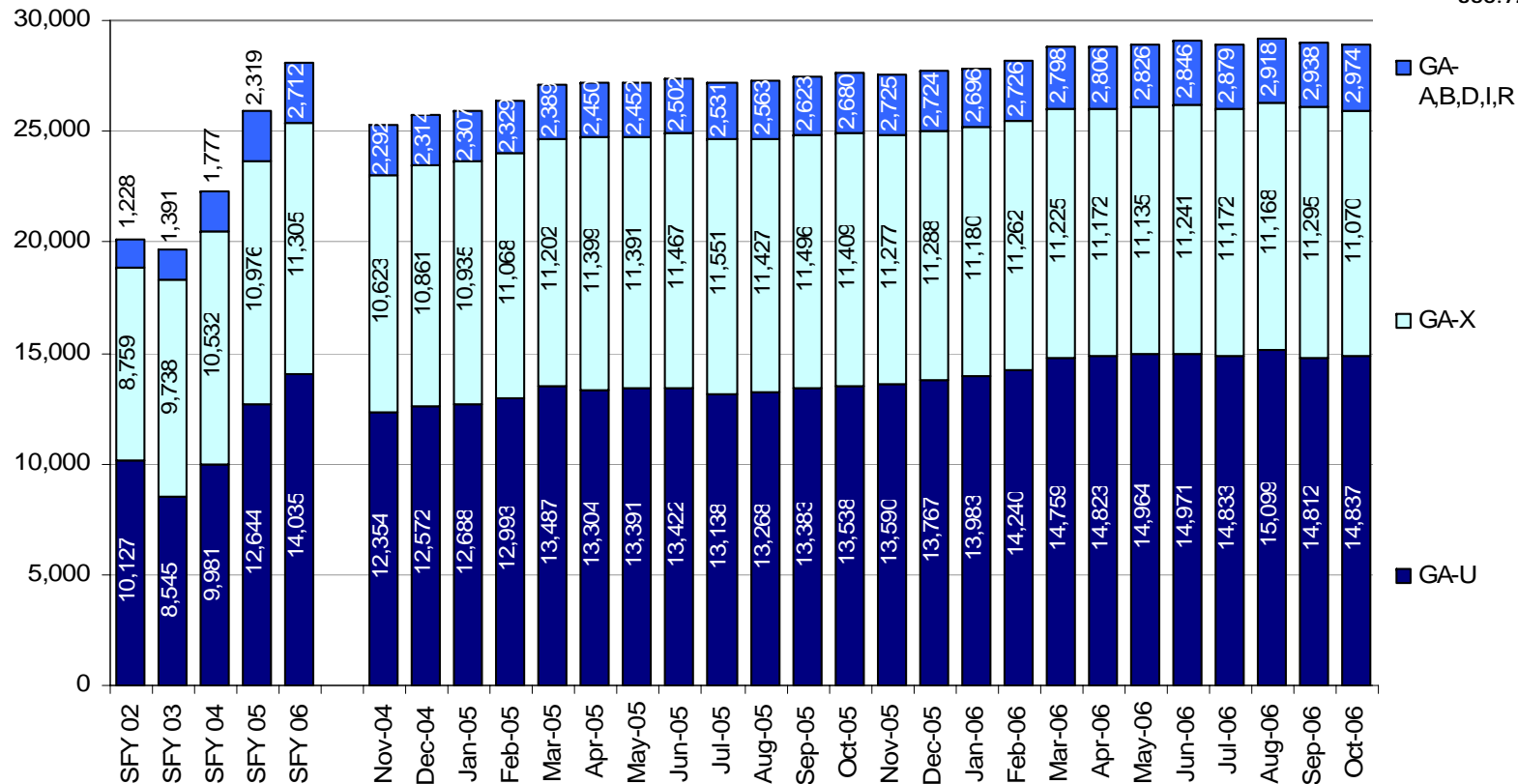
**TREND | Increasing**

**CONTACT**

**John Clayton**, Community Services Division  
**360.725.4888**

**Duane French**, Division of Employment & Assistance Programs  
**360.725.4600**

**Number of Individuals Receiving General Assistance**



## Data Notes

Source: ACES Data Warehouse as posted on OPADA, updated Nov 15, 2006.



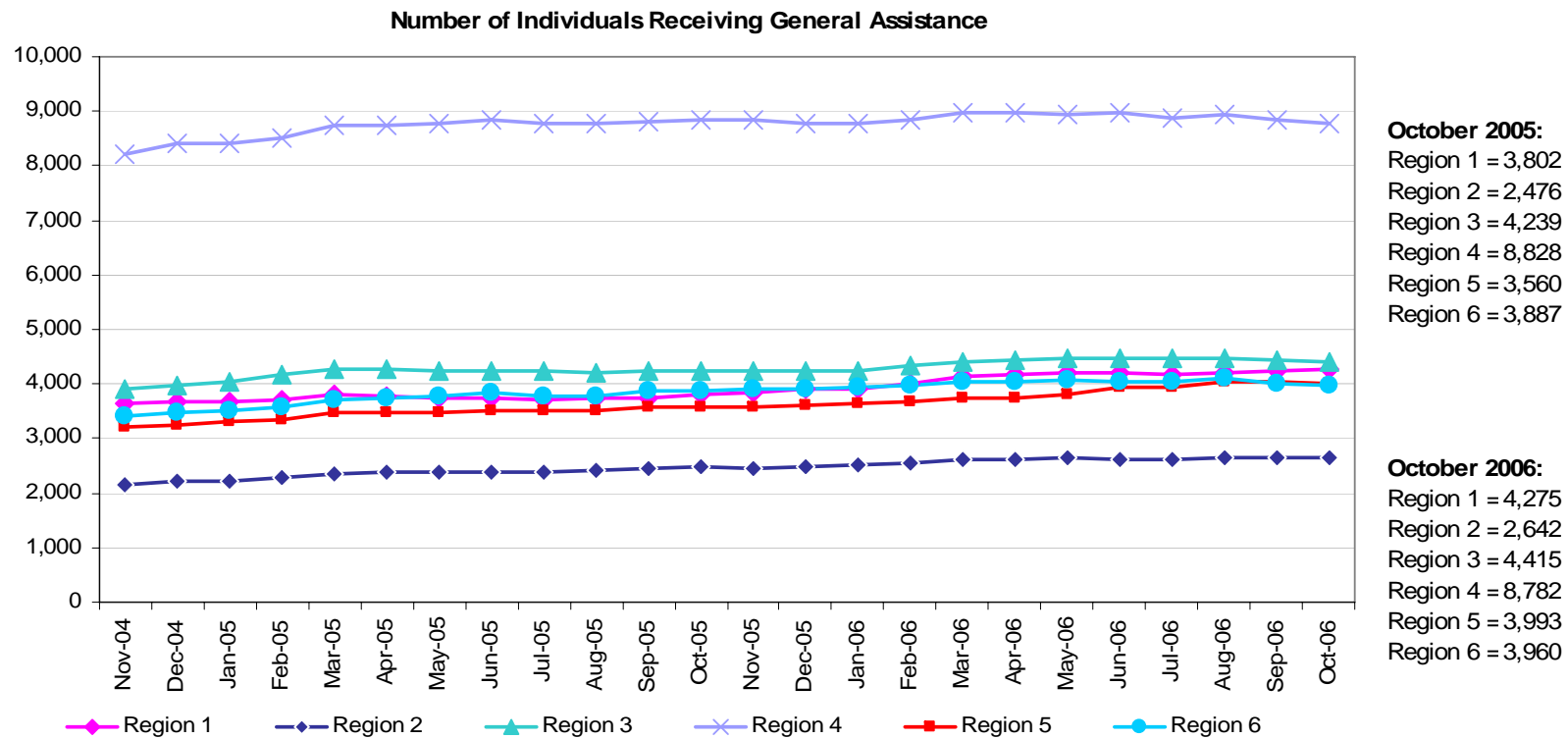
# Economic Vitality

**GOAL: Increase employment and self-sufficiency.**

**OBJECTIVE:** Provide customers with quality services to help them achieve their highest level of self-sufficiency.



## MEASURE | Number of individuals receiving General Assistance by Region



### Data Notes

Source: ACES Data Warehouse as posted on OPADA, updated Nov 15, 2006.



# Economic Vitality

## MEASURE | Number of individuals receiving General Assistance



### ANALYSIS |

- Number of individuals receiving GA has increased steadily since SFY01.
- Increase in the numbers of individuals receiving General Assistance is expected to continue at a slower rate.
- Length of stay for GA-X clients is increasing due to a backlog in the federal SSI approval process and challenges with recruiting, training, and retaining DDS adjudicators.
- The Medically Indigent Program was eliminated on 7/1/03, which appears to have contributed to the increase in caseload around that time. Other contributing factors include aging of the general population and long-term unemployment rates in the state.

Action	Who	Due Date
Continue to work with the Caseload Forecast Council to refine our ability to predict caseload trends.	John Clayton Duane French	Ongoing
Work with DDS representative in GA-U Planning Group to streamline processes related to SSI facilitation and improve use of electronic filing methods.	John Clayton Duane French	Ongoing

Notes: CSD = ESA Community Services Division  
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## CONTACT

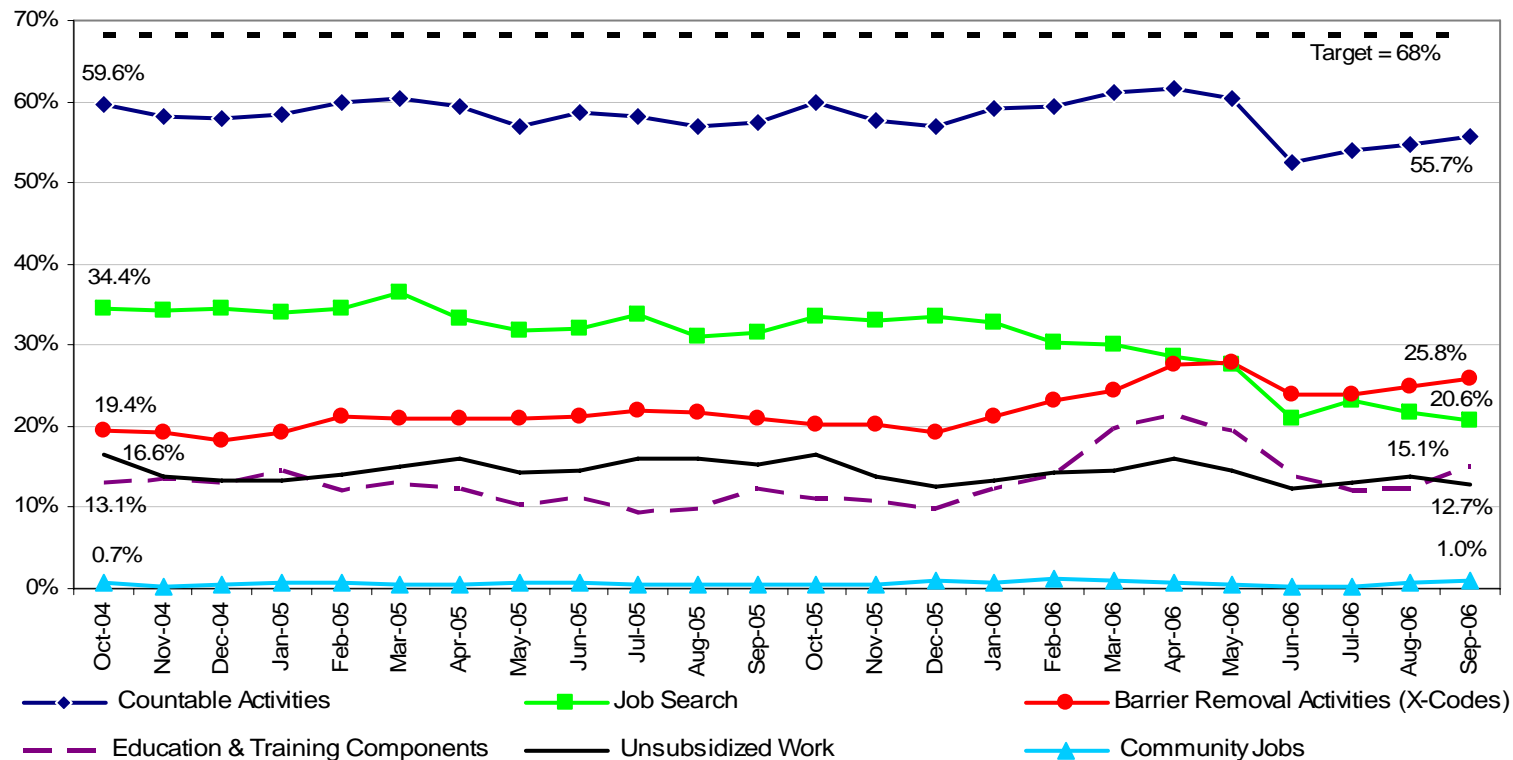
**John Clayton**, Community Services Division  
**360.725.4888**

**Duane French**, Division of Employment & Assistance Programs  
**360.725.4600**

**MEASURE | Percent of adults engaged in Countable Activities within 30 days of entering WorkFirst**

**TARGET | 68%**

**TREND | Increasing**



## Data Notes

SOURCE: Entry Into Components Report Produced by OPADA

Note: Numbers are duplicated counts.



# Economic Vitality

**MEASURE** | Percent of adults engaged in Countable Activities within 30 days of entering WorkFirst



## ANALYSIS

- The target for this measure was increased from 67% to 68% in May 2006.
- If someone is not in a countable activity, they are either in referral status, no activity or sanction (if they left WorkFirst in sanction status and returned within 6 months). Parents in the 3<sup>rd</sup> trimester of pregnancy and choosing not to participate also impacts this data.
- The percentage of adults engaged in countable activities increased 4.7% between December 2005 and April 2006. The decline starting in May 2006, coincides with the implementation of the Comprehensive Evaluation (CE).
- Statewide 25% or 1,150 parents complete their CE start to finish within 30-days. The average number of days to complete the process is 23 days (Sept. '06)
- In September 2006, none of the six regions made the 68% target. However there are offices that have, including:
  - Region 1: Wenatchee, Republic, Newport, Tri-county-Colville and Spokane North
  - Region 3: Alderwood
  - Region 4: King Eastside
  - Region 5: Bremerton

Action	Who	Due Date
Planned WorkFirst changes to meet federal participation: <ul style="list-style-type: none"> <li>- Increase capacity in existing work activities that count towards federal participation.</li> <li>- Restructure education and training programs and job search activities to meet new federal standards.</li> <li>- Create new services to accommodate the increased number of families who will need to be in countable work activities (Community Services, Work Experience, and services for LEP clients).</li> <li>- Combine services to meet work activity standards.</li> </ul>	John Clayton  Duane French	Ongoing with quarterly reviews. Next review 1/07.
Continue implementation and monitoring of program redesign: <ul style="list-style-type: none"> <li>- Streamline the Comprehensive Evaluation process so parents can complete it quickly and move to activities that will improve their ability to leave WorkFirst.</li> <li>- Implement the Non-Compliance Sanction policy to hold parents accountable for choosing not to participate in WorkFirst activities.</li> </ul>	John Clayton  Duane French	Strategies will be implemented starting 12/1/2006 RFP issued for new community services programs on 11/17/06 "DRA 101" training available to staff 12/1/06.

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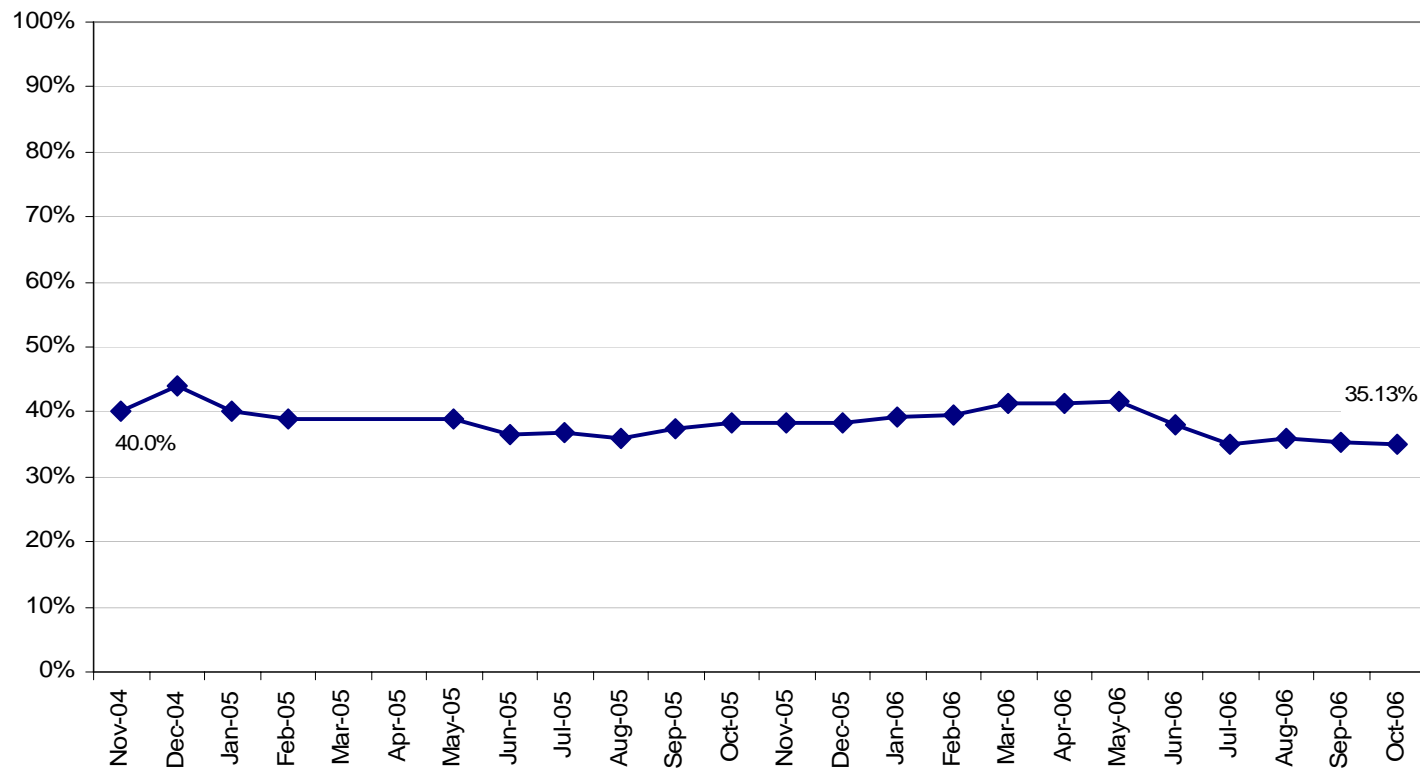
**OBJECTIVE:** Provide customers with quality services to help them achieve their highest level of self-sufficiency.

## CONTACT

**John Clayton**, Community  
Services Division  
**360.725.4888**

**Duane French**, Division of  
Employment & Assistance  
Programs  
**360.725.4600**

## MEASURE | Percent of adults in full-time work or work-like activities



## Data Notes

SOURCE: DSHS-ITD Customer Accountability Report (CAR)

# Economic Vitality

MEASURE | Percent of adults in full-time work or work-like activities



## ANALYSIS |

- Full-time work or work-like participation activities include 32 or more hours of participation in: working full-time, Job Search, Pre-Employment Training, High Wage/High Demand, Community Jobs, Basic Education, English as a Second Language, and General Equivalency Degree (GED).
- Factors impacting the number and percent of parents in work or work-like activities:
  - ✓ Implementation of the Comprehensive Evaluation, which has slowed the rate at which parents engage in activities, also coincides with the recent decrease of adults in FT work and work-related (5%) and the increase in the number of parents being deferred from participation.
  - ✓ Large percentage of parents yet to be engaged and those in the Pregnancy to Employment Pathway.
  - ✓ Positive prevention efforts, which are diverting many of the job-ready adults from the WorkFirst caseload. Previously, these folks would have gone directly into Job Search or unsubsidized work, which impacts this measure.
  - ✓ Increasing number of adults are engaged in bundled services that include barrier removal activities and basic education, which reduces the number engaged in full-time work or work like activities.

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# Economic Vitality

MEASURE | Percent of adults in full-time work or work-like activities



Action	Who	Due Date
<p>Planned WorkFirst changes to meet federal participation:</p> <ul style="list-style-type: none"> <li>–Increase capacity in existing work activities that count towards federal participation.</li> <li>–Restructure education and training programs and job search activities to meet new federal standards.</li> <li>–Create new services to accommodate the increased number of families who will need to be in countable work activities (Community Services, Work Experience, and services for LEP clients).</li> <li>–Combine services to meet work activity standards.</li> </ul>	<p>John Clayton</p> <p>Duane French</p>	<p>Ongoing with quarterly reviews. Next review 1/07.</p>
<p>Continue implementation and monitoring of program redesign:</p> <ul style="list-style-type: none"> <li>-Streamline the Comprehensive Evaluation process so parents can complete it quickly and move to activities that will improve their ability to leave WorkFirst.</li> <li>-Implement the Non-Compliance Sanction policy to hold parents accountable for choosing not to participate in WorkFirst activities.</li> </ul>	<p>John Clayton</p> <p>Duane French</p>	<p>Strategies will be implemented starting 12/1/2006</p> <p>RFP issued for new community services programs on 11/17/06</p> <p>“DRA 101” training available to staff 12/04/06.</p>

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# Economic Vitality

ON  
TARGET

GREEN

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## CONTACT

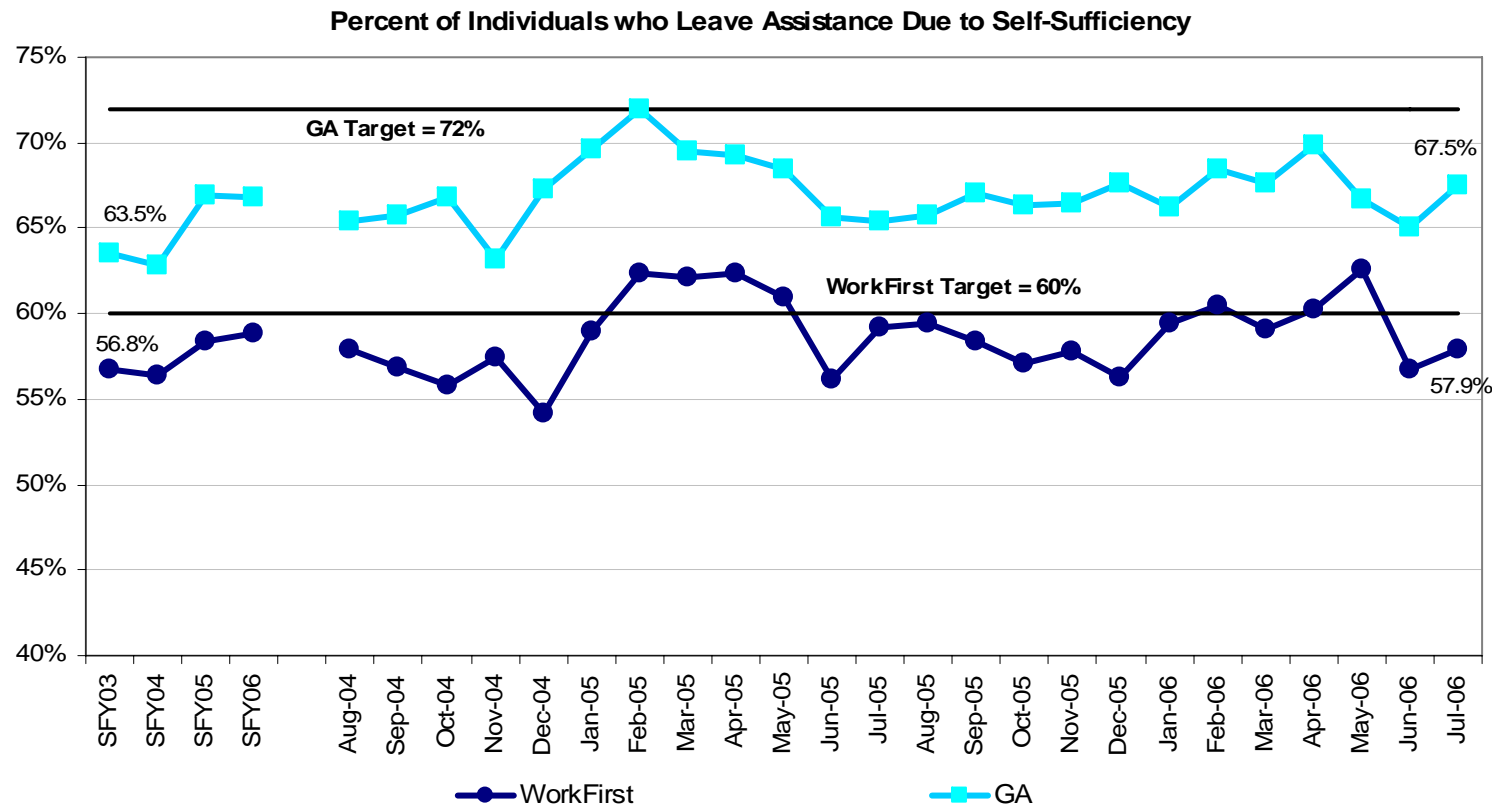
**John Clayton**, Community  
Services Division  
**360-725-4888**

**Duane French**, Division of  
Employment & Assistance  
Programs  
**360.725.4600**

**MEASURE | Percent of individuals who leave assistance due to self-sufficiency**

**TARGET | WorkFirst: 60% | GA: 72%**

**TREND | WorkFirst: Increasing | GA: Increasing**



## Data Notes

Source: ACES Data Warehouse as posted on OPADA, updated Nov 15, 2006.

Note: Denominator includes child-only cases.



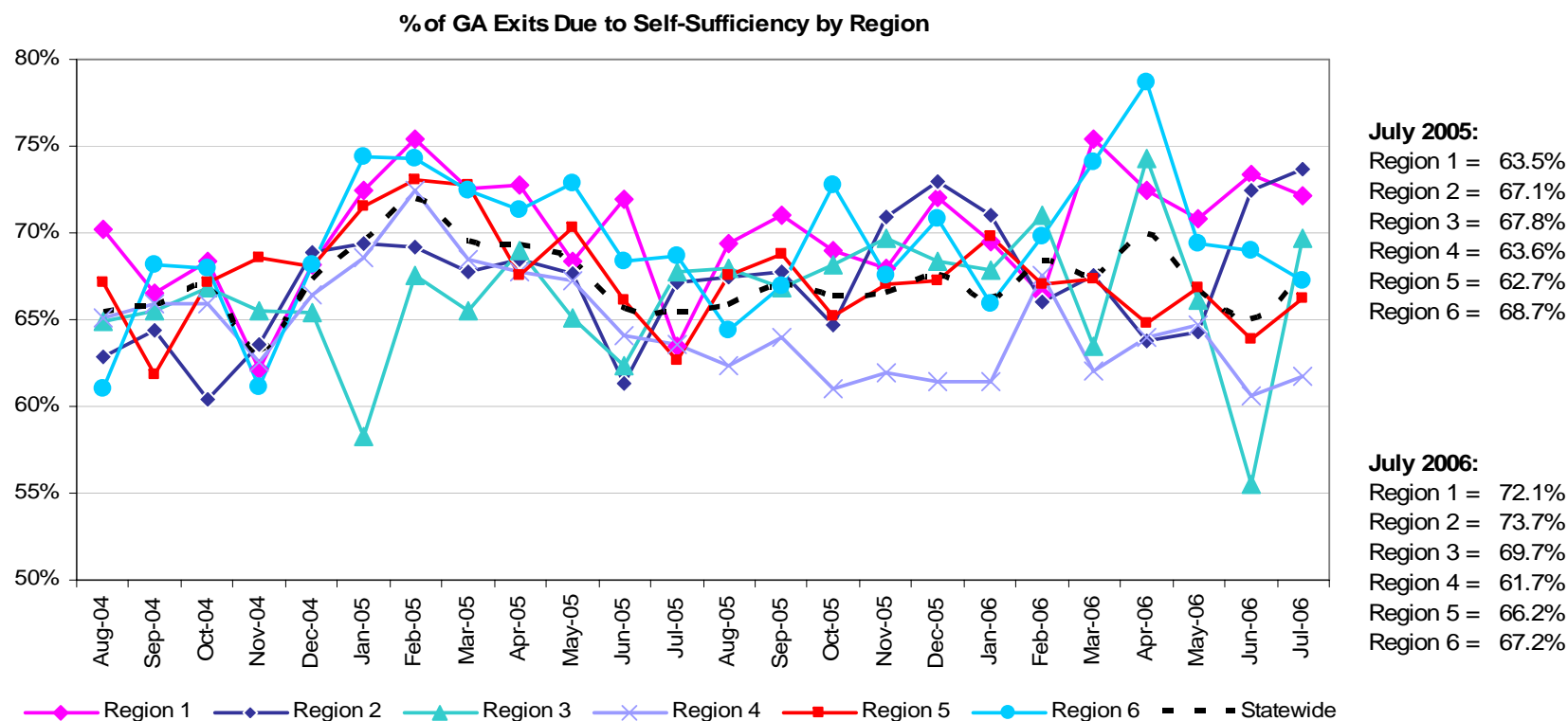
# Economic Vitality



**GOAL:** Increase employment and self-sufficiency.

**OBJECTIVE:** Provide customers with quality services to help them achieve their highest level of self-sufficiency.

**MEASURE** | **Percent of individuals who leave General Assistance due to self-sufficiency by Region**



## Data Notes

Source: ACES Data Warehouse as posted on OPADA, Updated Nov 15, 2006.

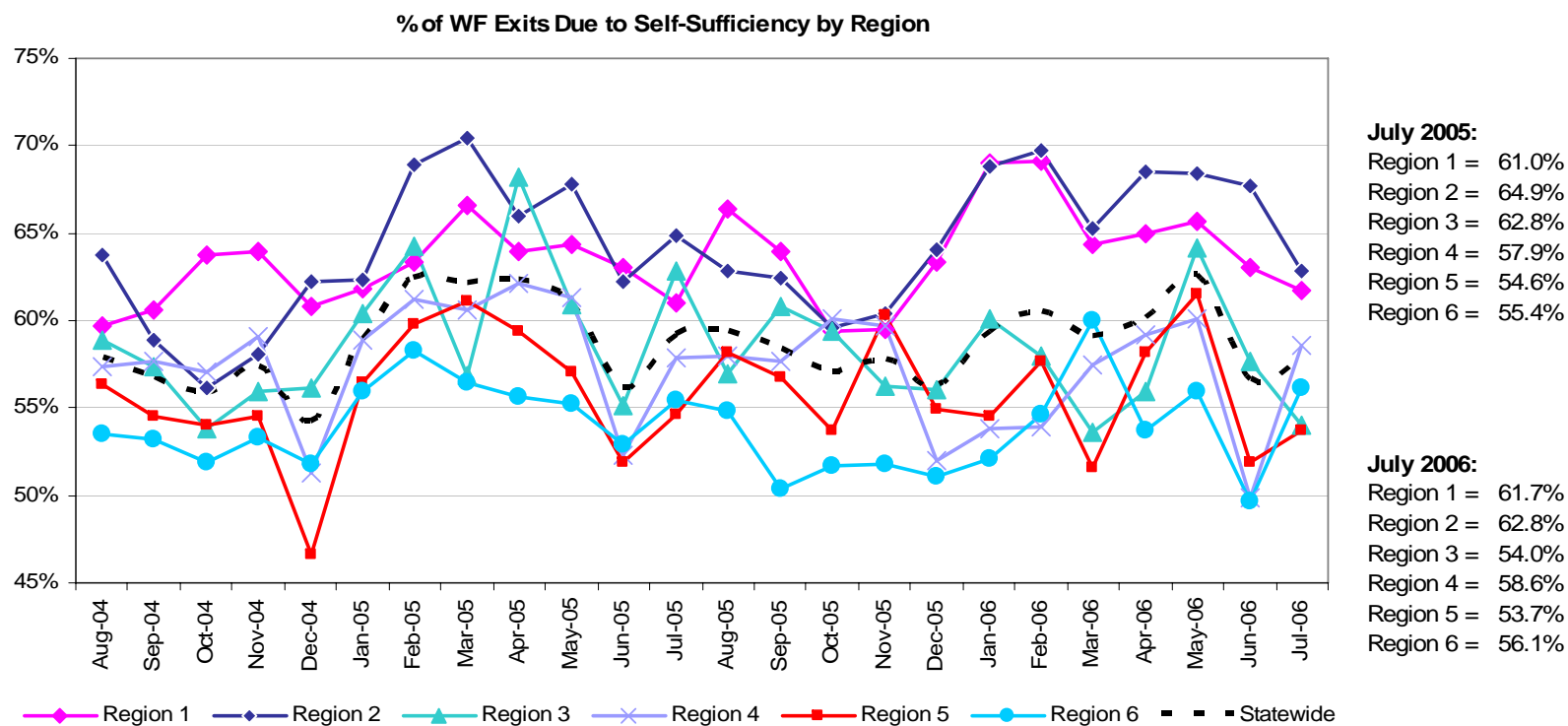
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## MEASURE | Percent of families who leave WorkFirst due to self-sufficiency by Region



### Data Notes

Source: ACES Data Warehouse as posted on OPADA.

# Economic Vitality

MEASURE | **Percent of individuals who leave assistance due to self-sufficiency**



ANALYSIS |

- Exits are defined as those families who leave WorkFirst for three months or more. Self-sufficiency is defined as exits due to income (employment or income from other source), and requests for closure. Income from other source may include child support, social security, and other benefits.
- In June 2006, 4,590 families left WorkFirst. 1,457, or 31.7%, of them left due to employment income.
- Performance has been steadily increasing since SFY01:  
 SFY01 = 54.8%   SFY02 = 55.6%   SFY03 = 56.8%  
 SFY04 = 56.4%   SFY05 = 58.3%   SFY06 = 58.9%
- The majority of GA recipients achieve self-sufficiency by being approved for SSI. Success rates for SSI approvals continues to increase:  
 Calendar Year 2003 = 54%   Calendar Year 2004 = 60%   Calendar Year 2005 = 68%

Action	Who	Due Date
Implement the following strategies: - Increase the number of families exiting due to self-sufficiency by connecting parents who can work as quickly as possible to work or work-focused activities which already meet the new federal participation requirements; and - When appropriate, combine work-focused activities with other activities to maximize participation and meet the required 32-40 hours of activity per week.	John Clayton	Ongoing with quarterly reviews. Next review 1/07.
Continue implementation and monitoring of program redesign: - Streamline the Comprehensive Evaluation process so parents can complete it quickly and move to activities that will improve their ability to leave WorkFirst. - Implement the Non-Compliance Sanction policy to hold parents accountable for choosing not to participate in WorkFirst activities.	John Clayton Duane French	Strategies will be implemented starting 12/1/2006  RFP issued for new community services programs on 11/17/06  "DRA 101" training available to staff 12/4/06.

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